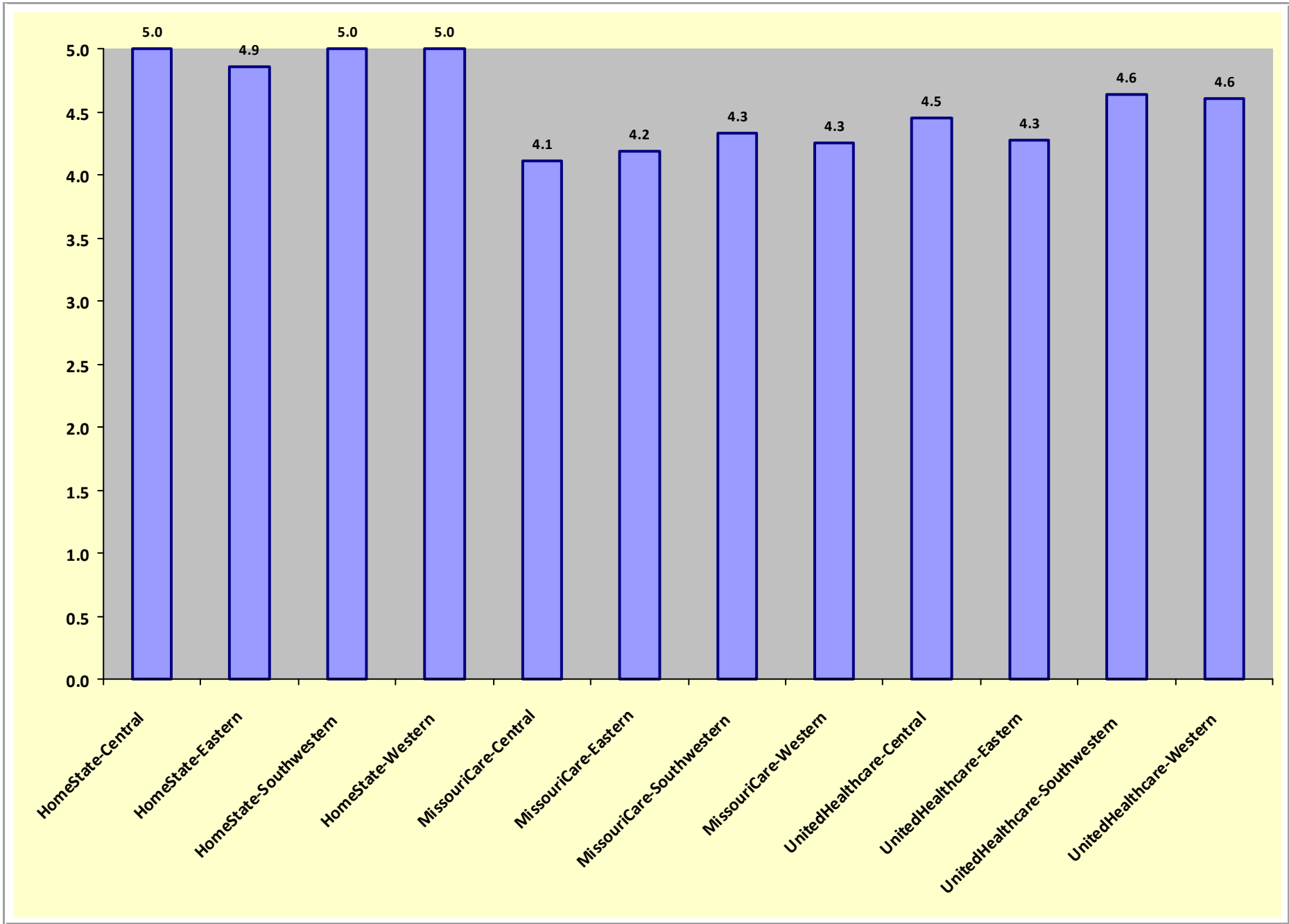


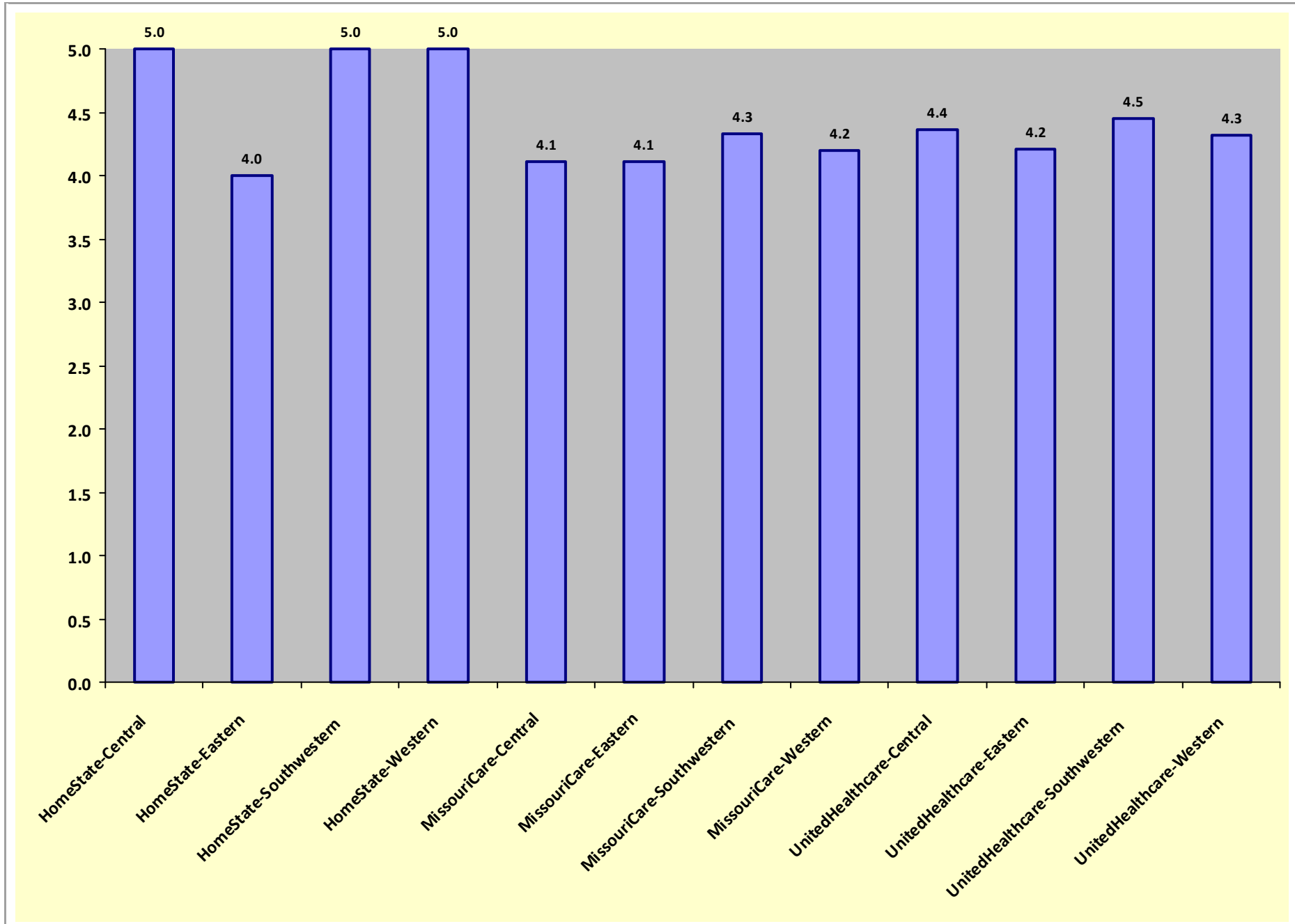
2019 Quality Measures for MO HealthNet Managed Care Plans: LIKERT

CMSurveyBH_1CM listened/answered questions_Score: Average plan score for designated Case Management Survey item, on a scale from 1-5 (5=Most Satisfied).



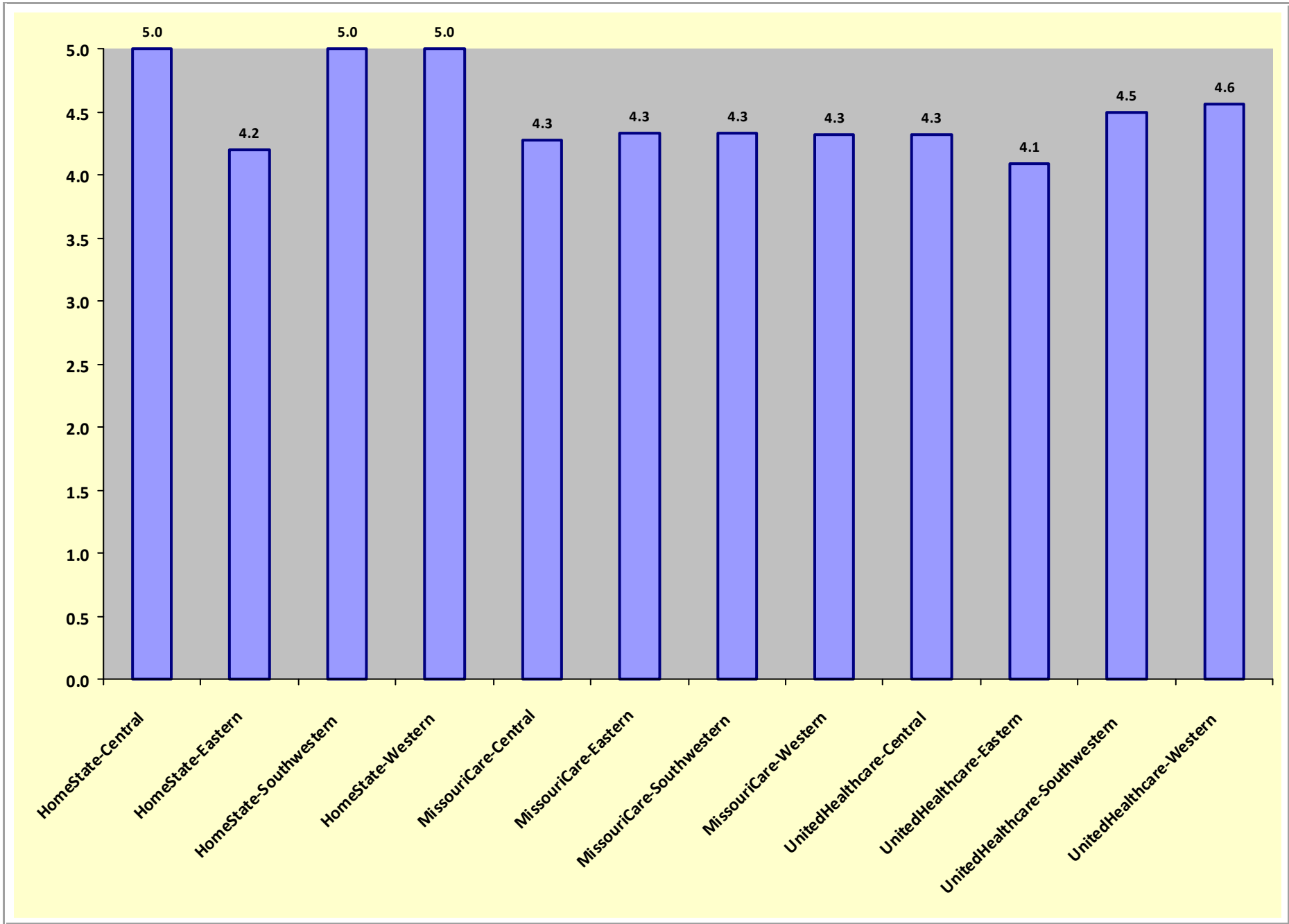
2019 Quality Measures for MO HealthNet Managed Care Plans: LIKERT

CMSurveyBH_2Able to reach CM by phone_Score: Average plan score for designated Case Management Survey item, on a scale from 1-5 (5=Most Satisfied).



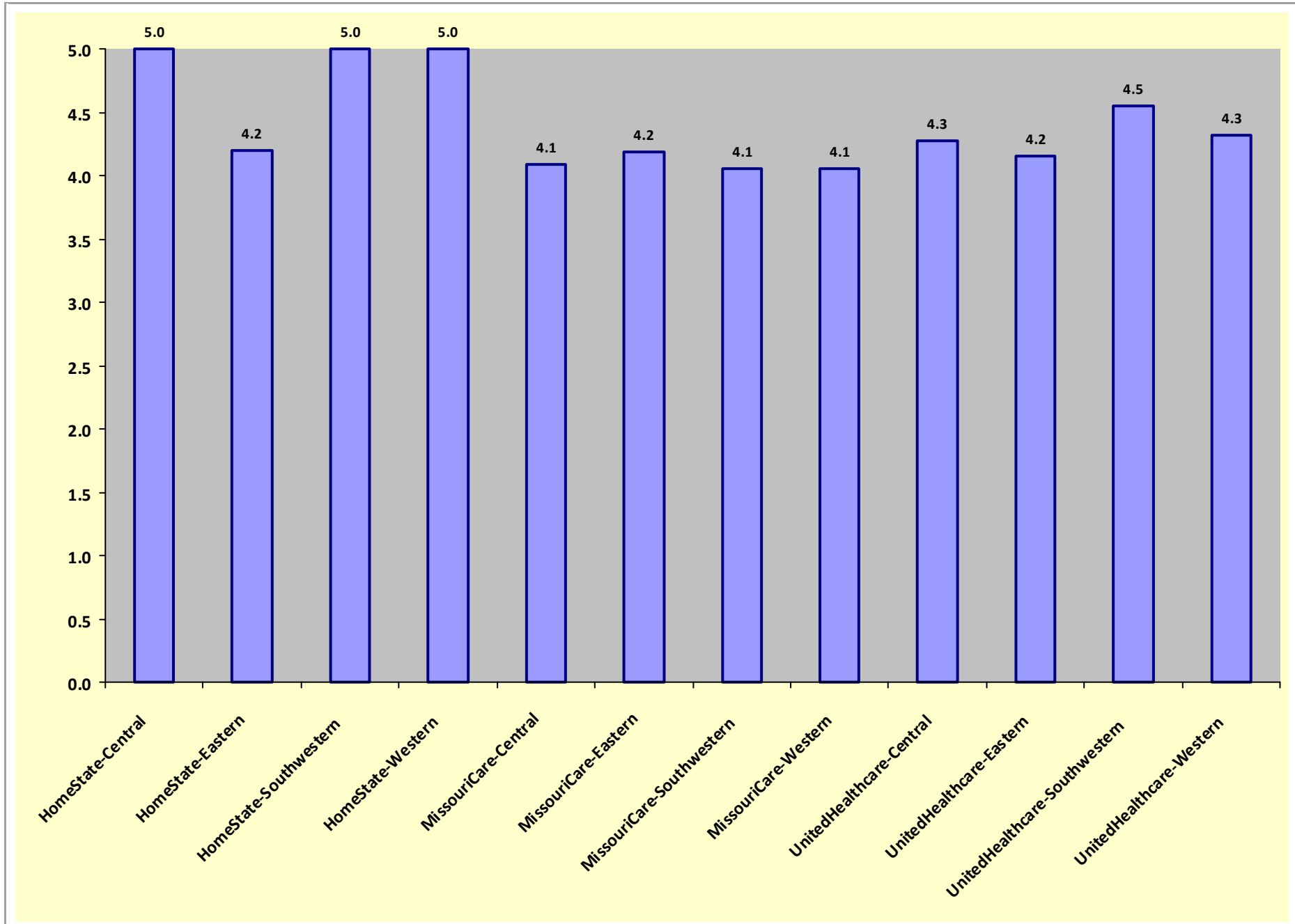
2019 Quality Measures for MO HealthNet Managed Care Plans: LIKERT

CMSurveyBH_3CM as helpful as you expected_Score: Average plan score for designated Case Management Survey item, on a scale from 1-5 (5=Most Satisfied).



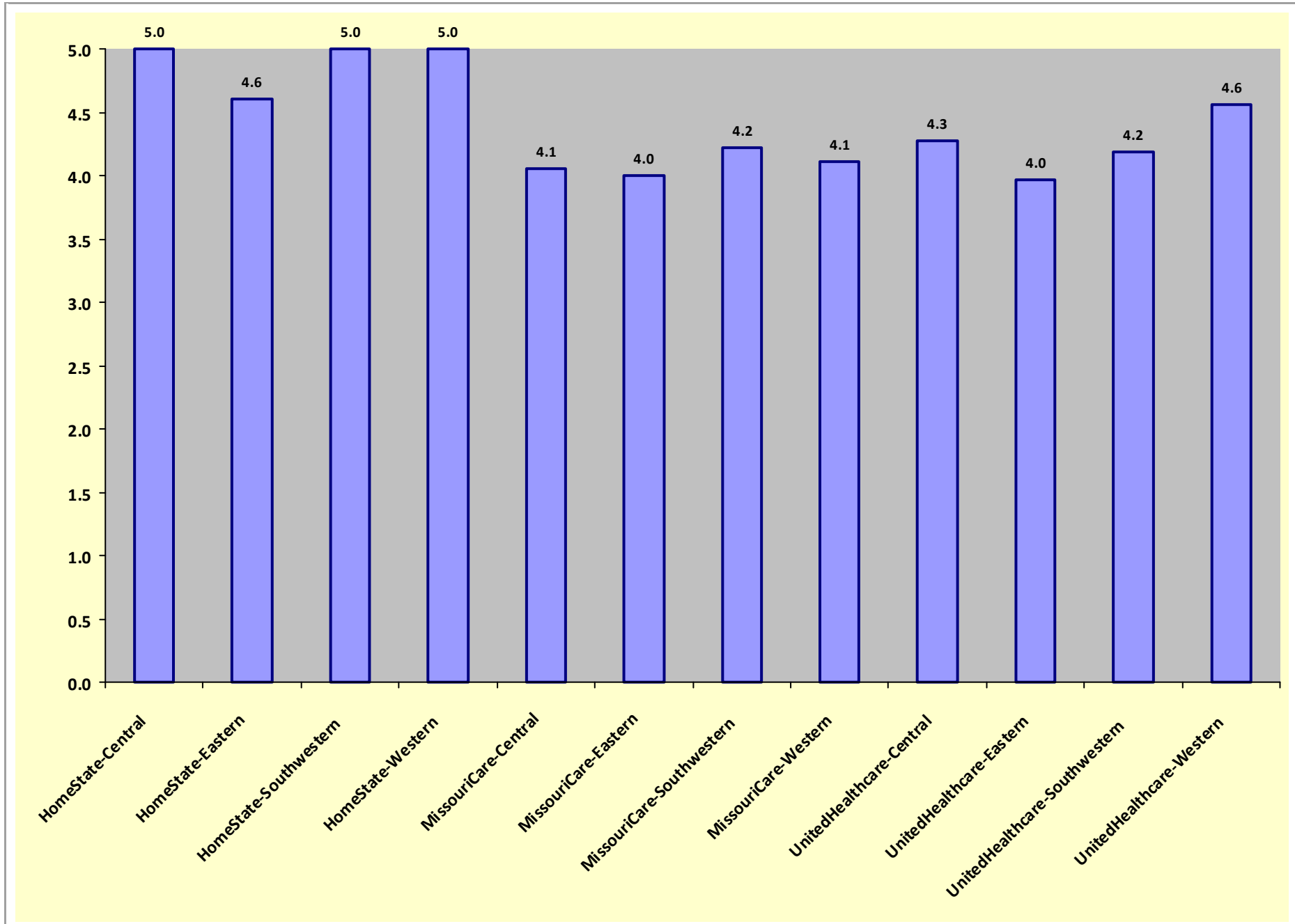
2019 Quality Measures for MO HealthNet Managed Care Plans: LIKERT

CMSurveyBH_4CM assisted in getting MH services_Score: Average plan score for designated Case Management Survey item, on a scale from 1-5 (5=Most Satisfied).



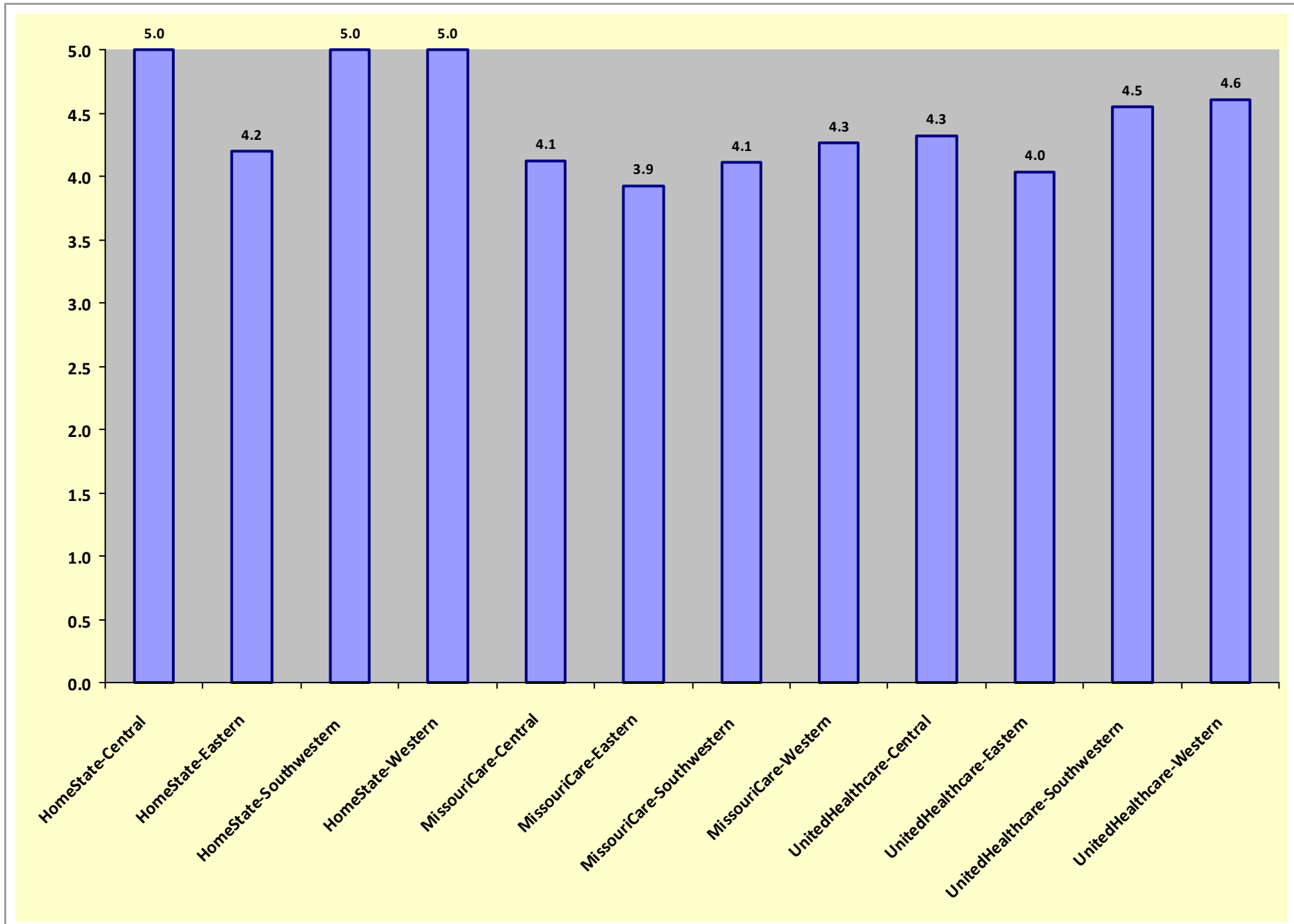
2019 Quality Measures for MO HealthNet Managed Care Plans: LIKERT

CMSurveyBH_5CM services helped you cope better_Score: Average plan score for designated Case Management Survey item, on a scale from 1-5 (5=Most Satisfied).



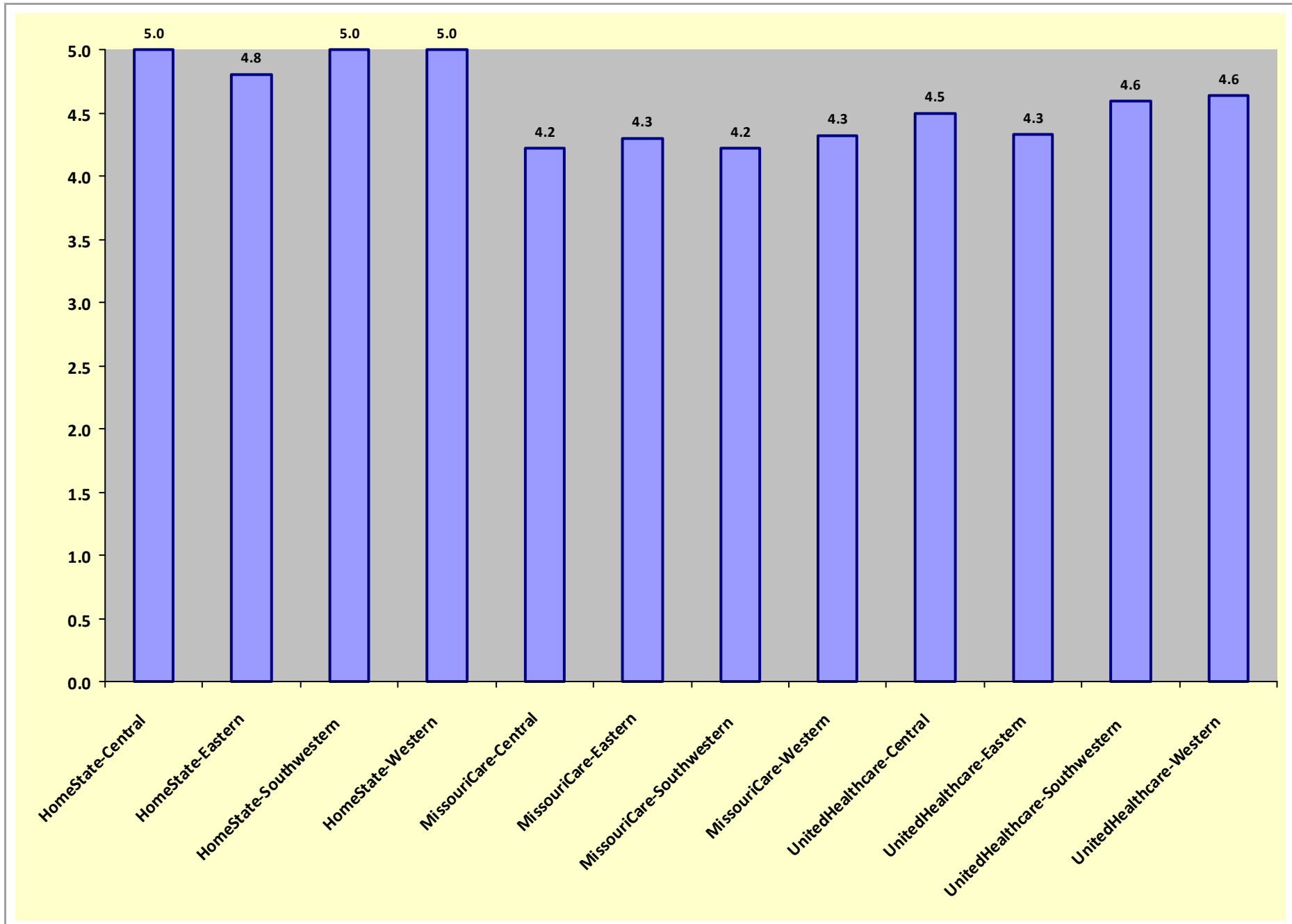
2019 Quality Measures for MO HealthNet Managed Care Plans: LIKERT

CMSurveyBH_6CM helped you understand when to call doctor_Score: Average plan score for designated Case Management Survey item, on a scale from 1-5 (5=Most Satisfied).



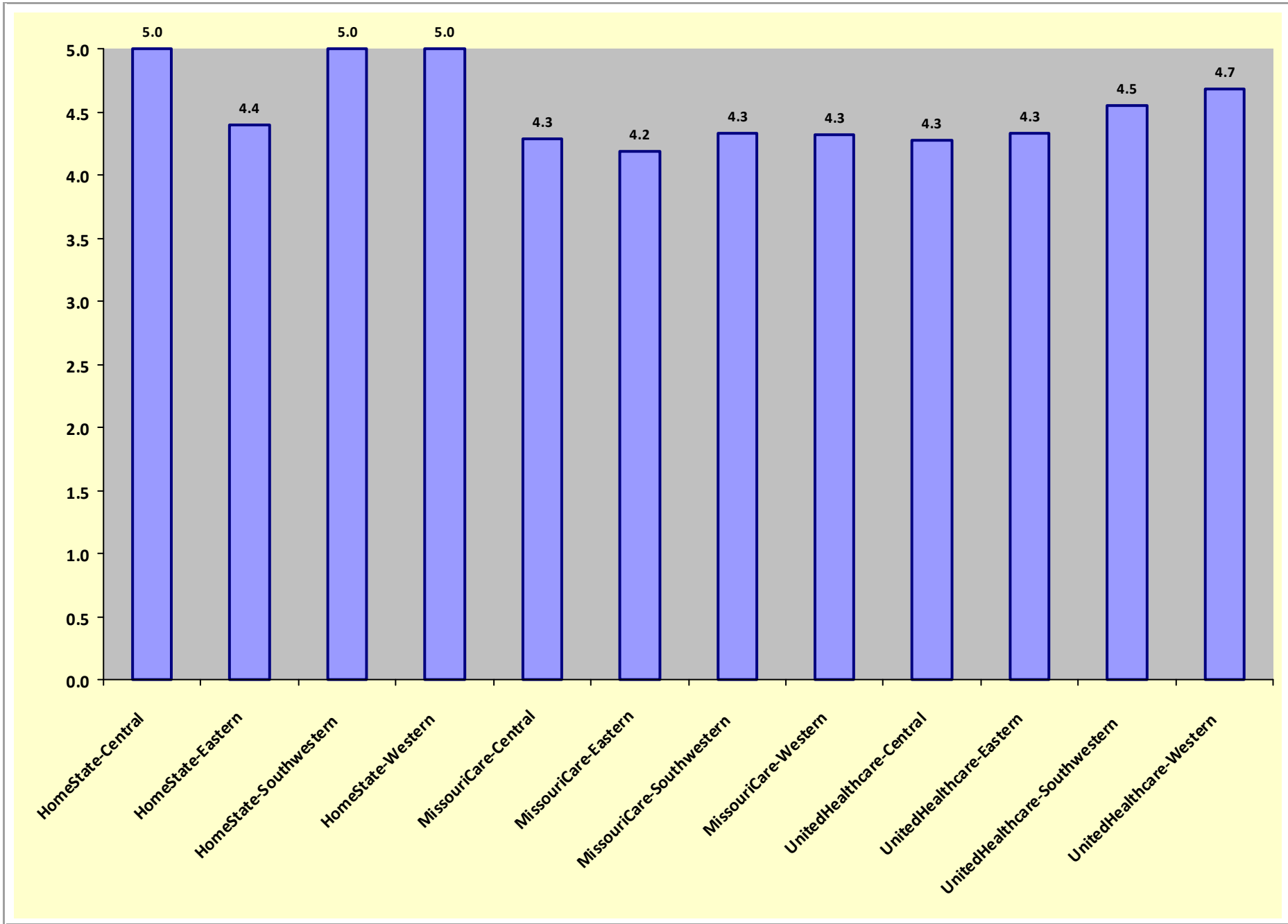
2019 Quality Measures for MO HealthNet Managed Care Plans: LIKERT

CMSurveyBH_7CM respectful of your customs/beliefs/special needs_Score: Average plan score for designated Case Management Survey item, on a scale from 1-5 (5=Most Satisfied).



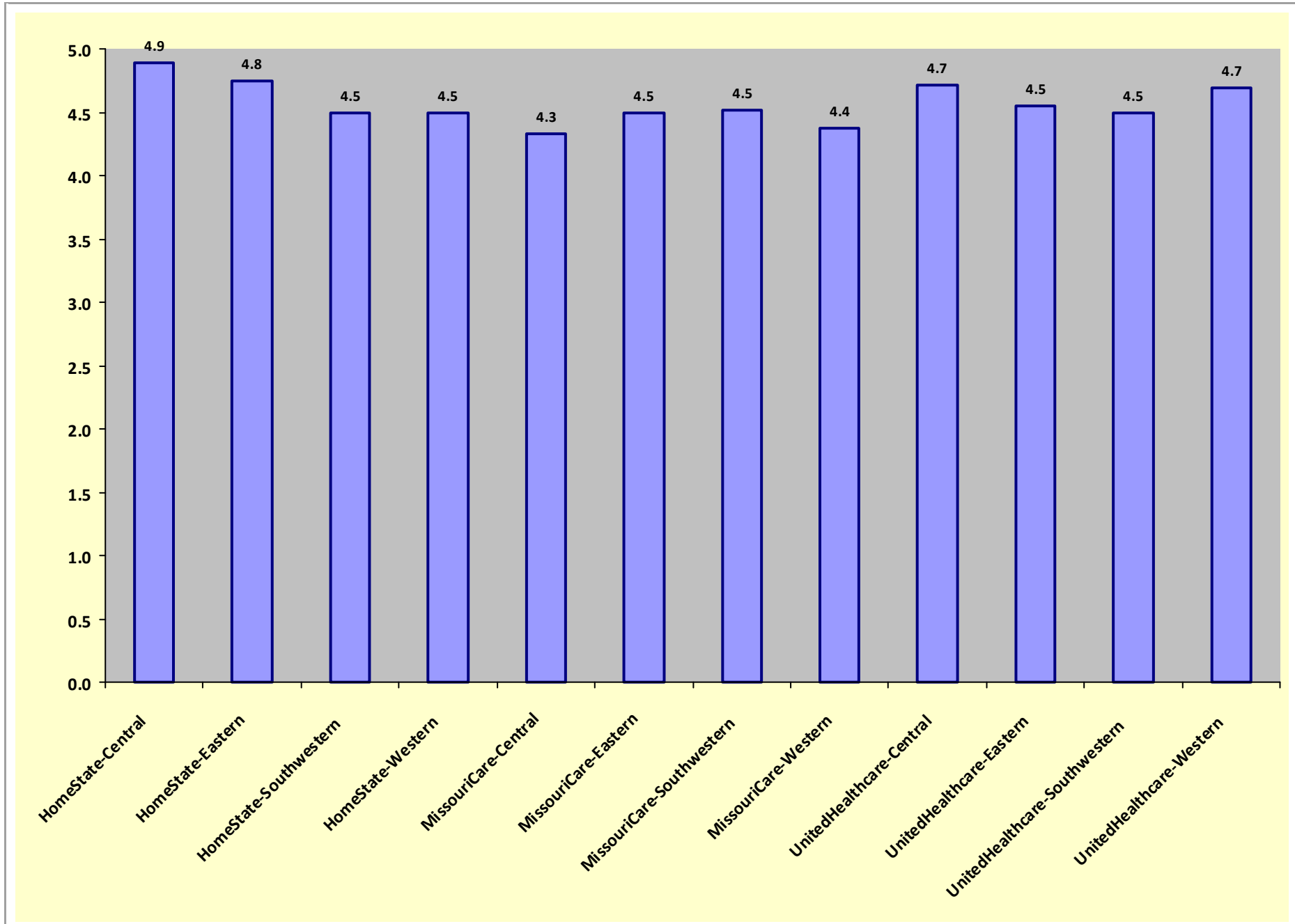
2019 Quality Measures for MO HealthNet Managed Care Plans: LIKERT

CMSurveyBH_8CM services beneficial_Score: Average plan score for designated Case Management Survey item, on a scale from 1-5 (5=Most Satisfied).



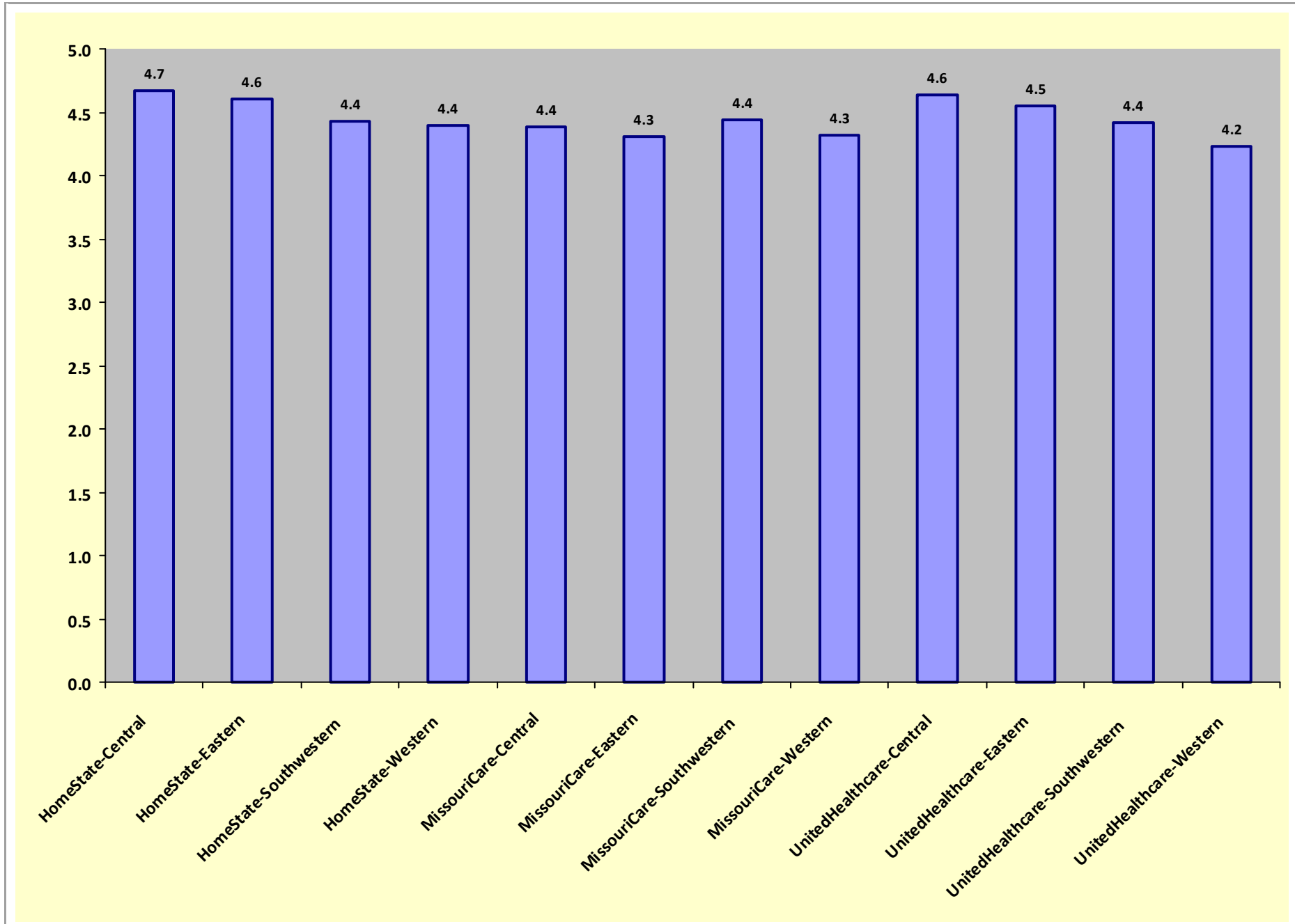
2019 Quality Measures for MO HealthNet Managed Care Plans: LIKERT

CMSurveyMED_1CM listened/answered questions_Score: Average plan score for designated Case Management Survey item, on a scale from 1-5 (5=Most Satisfied).



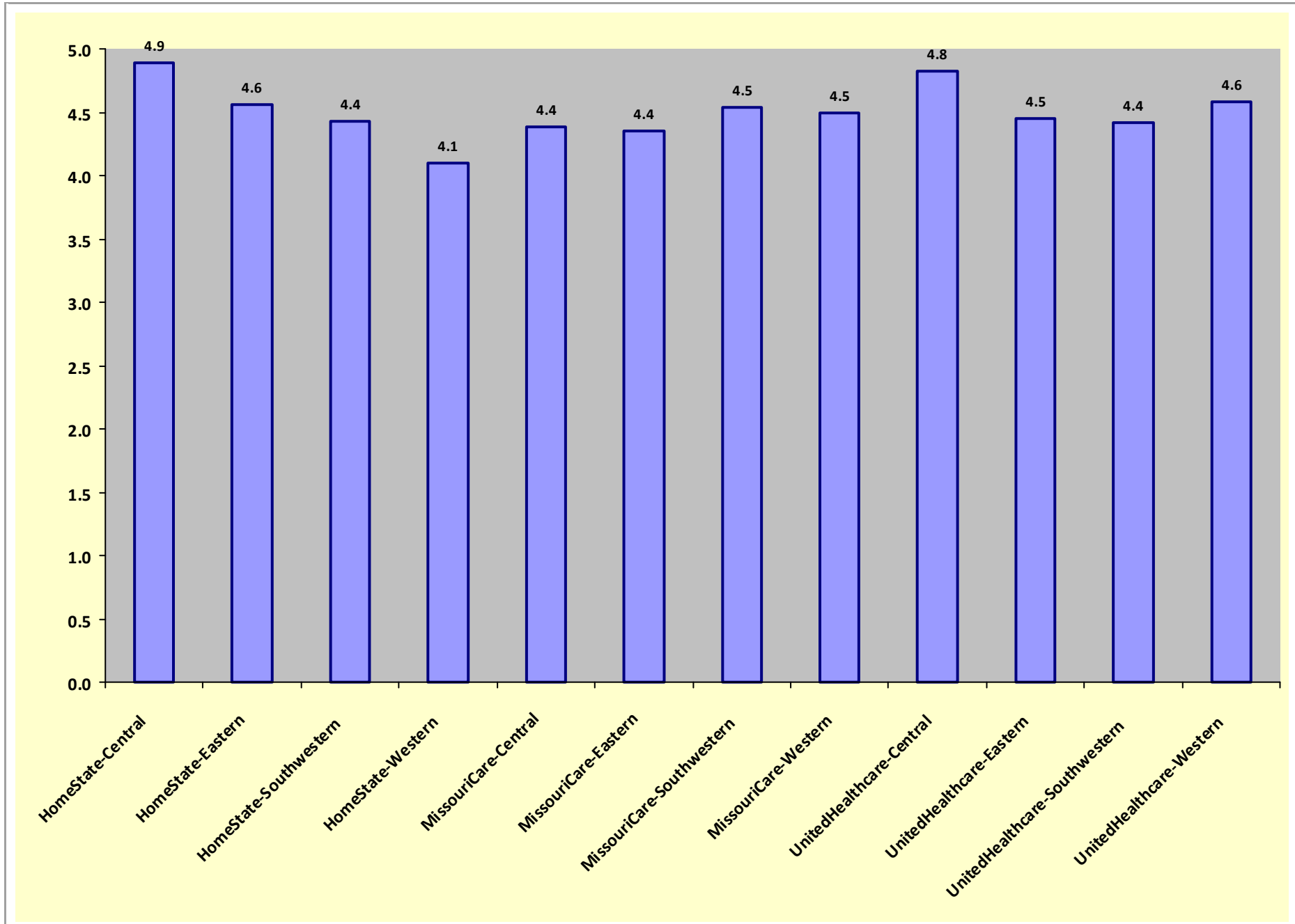
2019 Quality Measures for MO HealthNet Managed Care Plans: LIKERT

CMSurveyMED_2Able to reach CM by phone_Score: Average plan score for designated Case Management Survey item, on a scale from 1-5 (5=Most Satisfied).



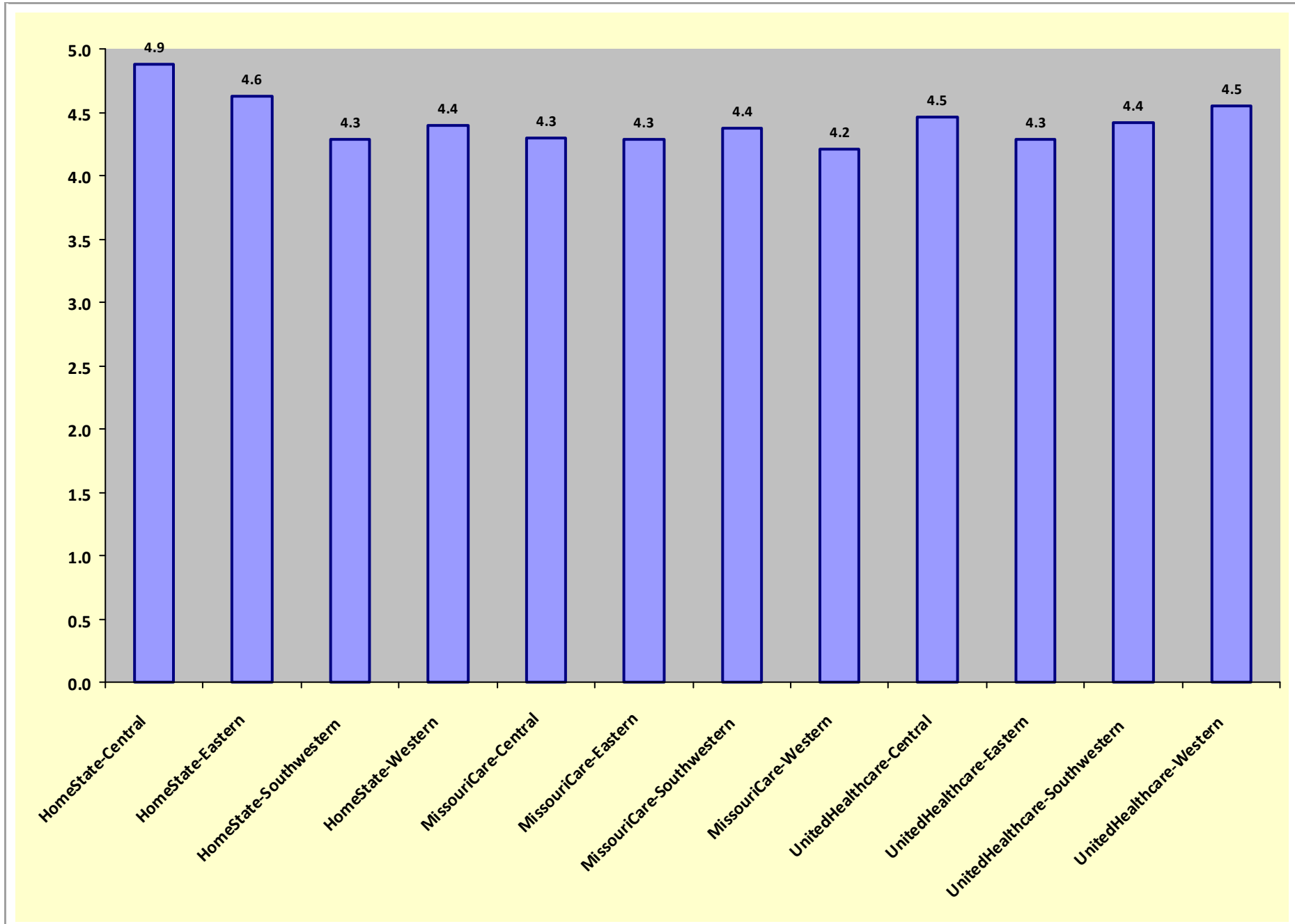
2019 Quality Measures for MO HealthNet Managed Care Plans: LIKERT

CMSurveyMED_3CM as helpful as you expected_Score: Average plan score for designated Case Management Survey item, on a scale from 1-5 (5=Most Satisfied).



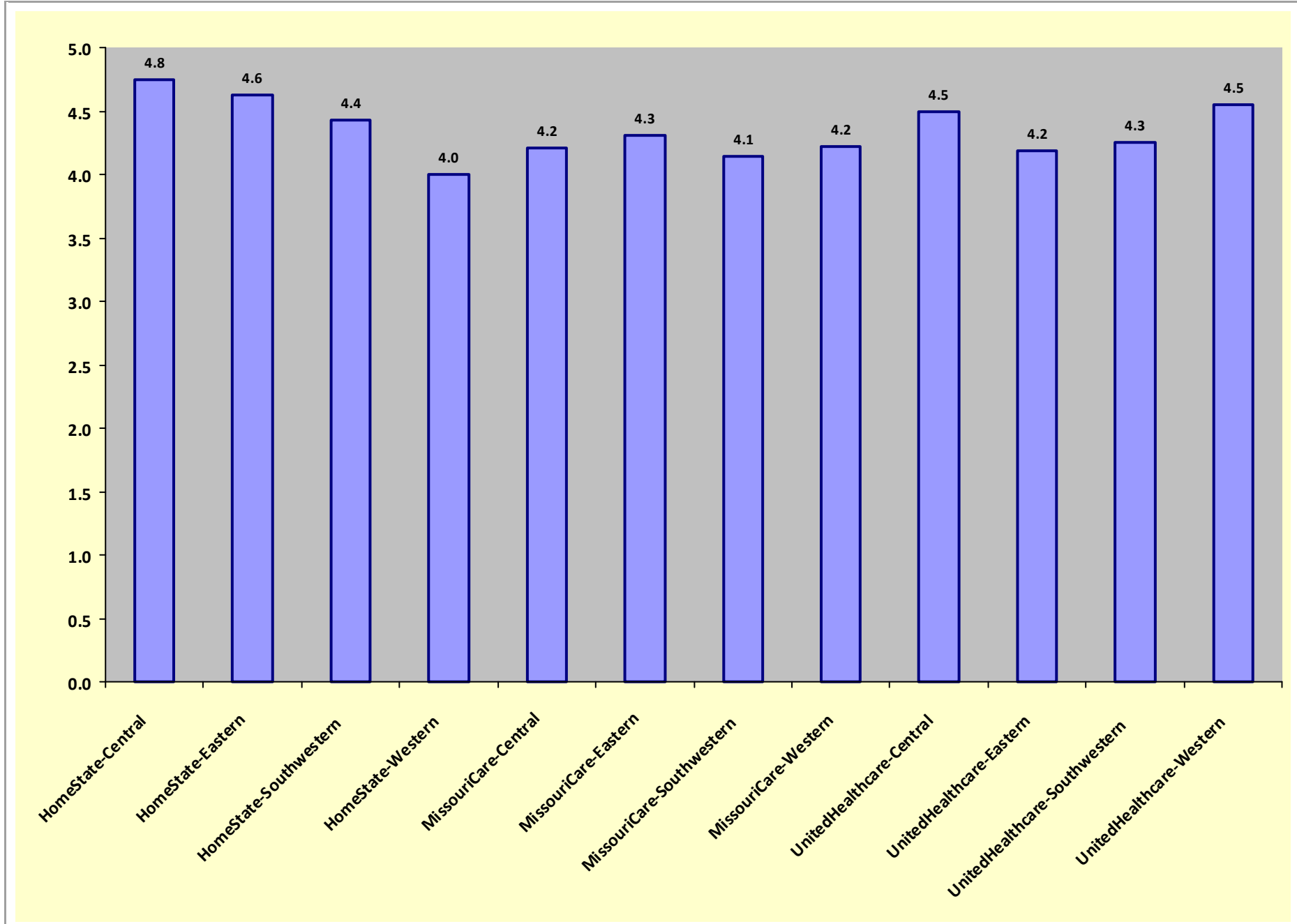
2019 Quality Measures for MO HealthNet Managed Care Plans: LIKERT

CMSurveyMED_4CM assisted in getting MH services_Score: Average plan score for designated Case Management Survey item, on a scale from 1-5 (5=Most Satisfied).



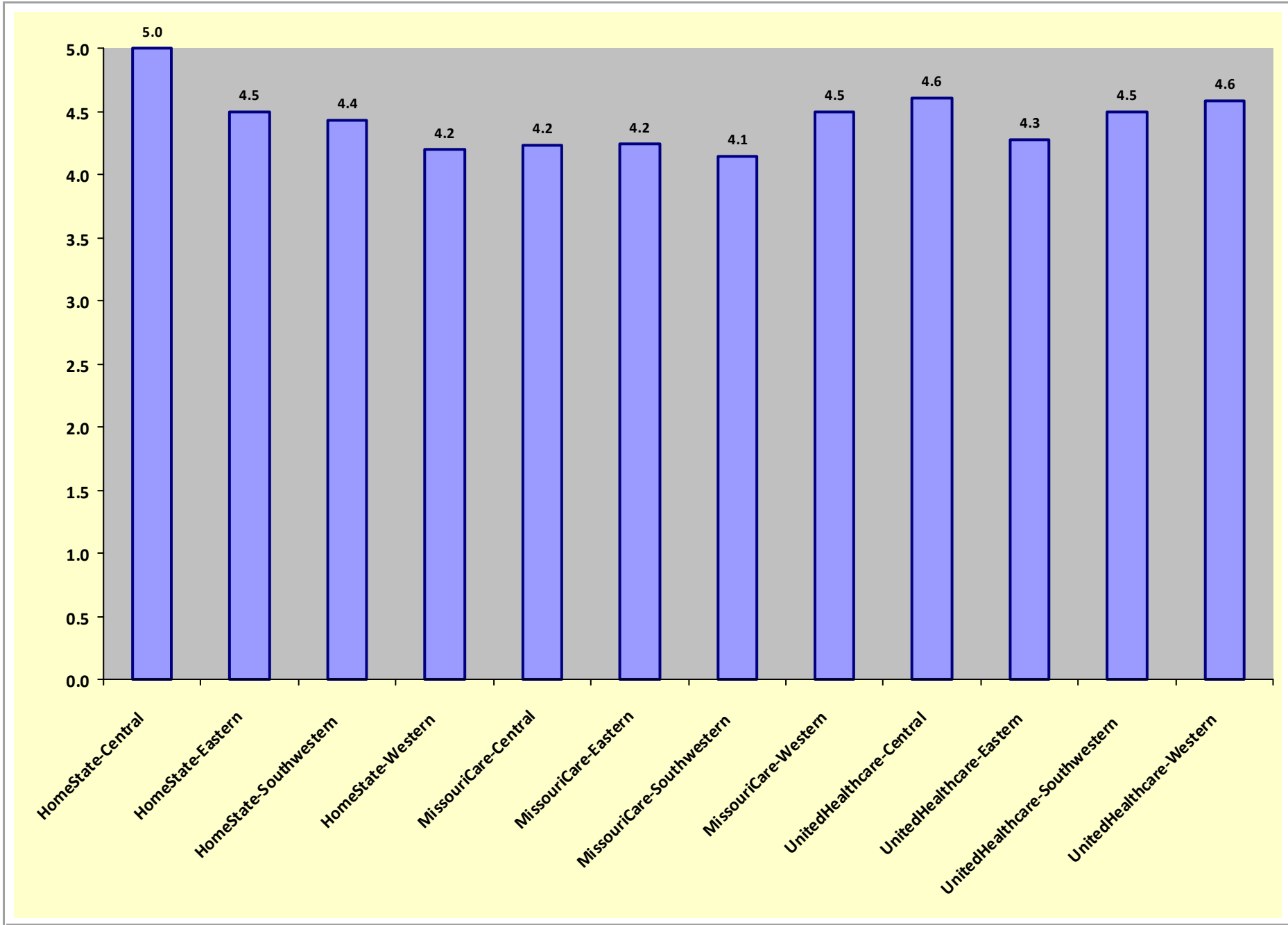
2019 Quality Measures for MO HealthNet Managed Care Plans: LIKERT

CMSurveyMED_5CM services helped you cope better_Score: Average plan score for designated Case Management Survey item, on a scale from 1-5 (5=Most Satisfied).



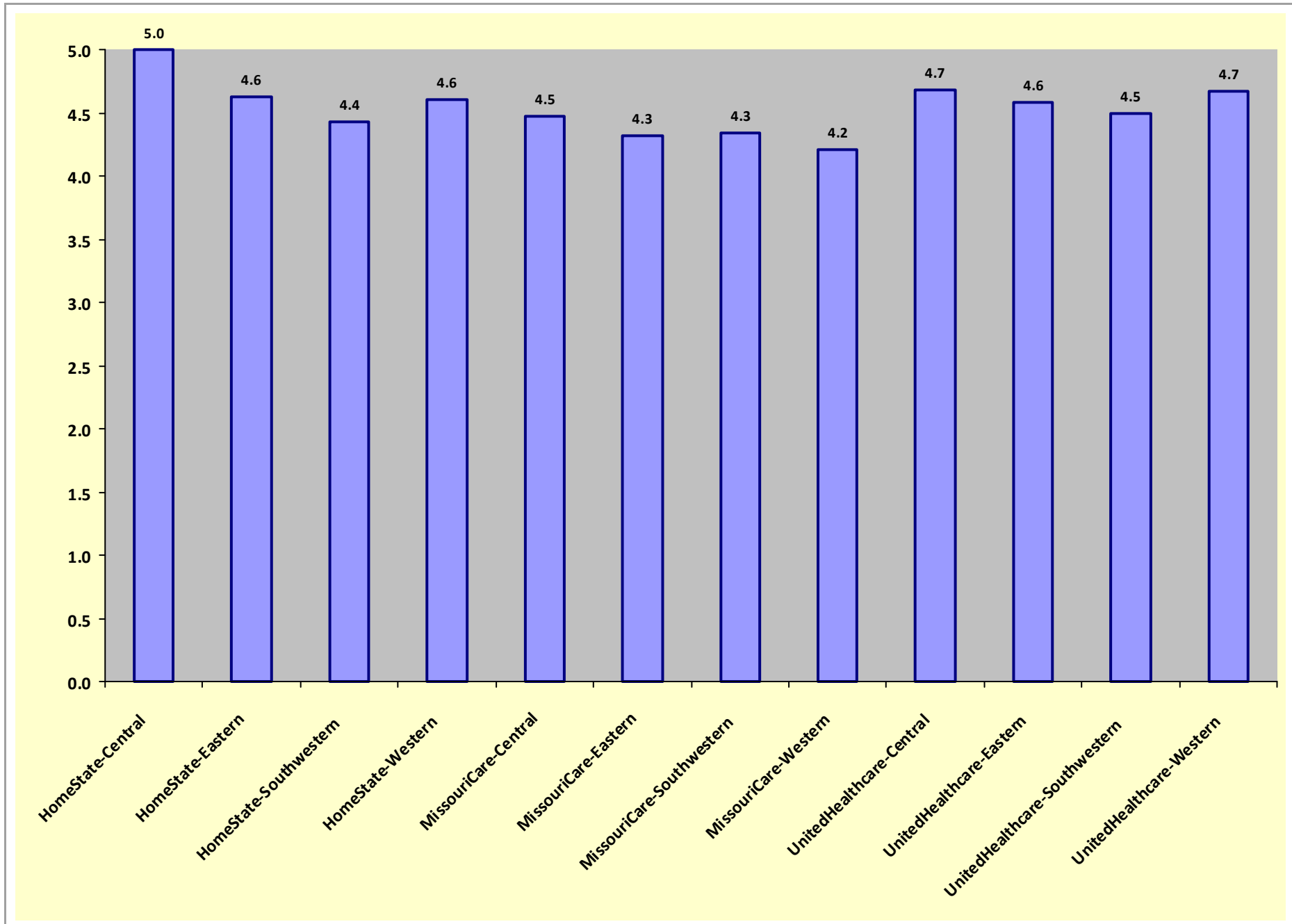
2019 Quality Measures for MO HealthNet Managed Care Plans: LIKERT

CMSurveyMED_6CM helped you understand when to call doctor_Score: Average plan score for designated Case Management Survey item, on a scale from 1-5 (5=Most Satisfied).



2019 Quality Measures for MO HealthNet Managed Care Plans: LIKERT

CMSurveyMED_7CM respectful of your customs/beliefs/special needs_Score: Average plan score for designated Case Management Survey item, on a scale from 1-5 (5=Most Satisfied).



2019 Quality Measures for MO HealthNet Managed Care Plans: LIKERT

CMSurveyMED_8CM services beneficial_Score: Average plan score for designated Case Management Survey item, on a scale from 1-5 (5=Most Satisfied).

